

MARICOPA COUNTY EMPLOYMENT OPPORTUNITY

OPEN COMPETITIVE

WIC CLERK

2 POSITIONS AVAILABLE WITH DEPARTMENT OF PUBLIC HEALTH – WIC DIVISION

WORK LOCATION: COUNTY-WIDE

Subject to duration of grant funding

RECRUITMENT DATES: Monday, July 28, 2003 – Friday, August 8, 2003

SALARY: \$ 7.98 Per Hour

POSITION QUALIFICATIONS: High School Diploma or GED Certificate and two years of general clerical experience. Must be able to deal directly with the public, handling large amounts of paperwork and phone-work. **Bilingual (English/Spanish) skills required.**

NOTE: The successful candidate must have own reliable transportation in order to work at alternate locations when needed.

ESSENTIAL JOB TASKS: Answer phones, assist public with information and refer to other agencies. Provide reception and direction to public attending clinic. Using a computer system, document client demographic information and schedule/reschedule client appointments. Using a computer system, issue drafts, document client records including draft issuance. Maintain accurate file system, adding documents as needed. Determine current office supply levels, stock supplies, and prepare supply orders and records for shipment. May work at alternate WIC locations as needed for customer service. Provide WIC Services to clients in a second language and travel to locations that have need for bilingual services.

SELECTION PROCEDURE: **EDUCATION/EXPERIENCE EVALUATION.** The Human Resources Department reserves the right to admit to the exam process only those candidates who are considered the most highly qualified. Those selected will be scored based on an evaluation of listed education and experience. The hiring authority will interview and select the successful candidate from a list provided by the Human Resources Department.

FILING PROCESS: Required County Application Form **AND SUPPLEMENT** must be received by 5:00 p.m. on the recruitment closing date. Applications and information may be obtained at the Maricopa County Human Resources Department located in Suite 200 of the County Administration Building, 301 West Jefferson, Phoenix, AZ 85003-2145. Recorded Job Message: 602-506-3329. Teletypewriter (TT) 602-506-1908. **Internet Address:** www.maricopa.gov

NOTE TO EMPLOYEES Unless you are a temporary or unclassified employee, you must have successfully completed initial probation before your application can be considered.

WHAT HAPPENS TO YOUR APPLICATION: Refer to page 5 of the application form for complete information.

IT IS THE POLICY OF MARICOPA COUNTY
NOT TO DISCRIMINATE IN EMPLOYMENT OR THE PROVISION OF SERVICES
AN EQUAL OPPORTUNITY EMPLOYER

RECRUITMENT CODE: WIC-BIL / AM

DATE PUBLISHED: Monday, July 28, 2003
110670 - 1b

**WIC CLERK
SUPPLEMENTAL INFORMATION**

Please complete this form carefully. Be sure to sign and date at the bottom of the form.

NAME:

(PLEASE PRINT)

1. **JOB TASKS:** For each job task listed, check the appropriate boxes.

| HAVE PERFORMED | NEVER PERFORMED | TASKS |
|-------------------|--------------------|--|
| | | Filing, sorting or arranging documents or other materials |
| | | Operating office, duplicating or copying machines |
| | | Answering a multi-line telephone # of years of exp. No. of lines Approx. No. of calls daily |
| | | Composing correspondence Routine <input type="checkbox"/> Complex <input type="checkbox"/> |
| | | Reviewing documents for accuracy and/or completeness |
| | | Performing data entry activities # of years of exp. |
| | | Serving as the primary receptionist in a busy office |
| | | Arranging meetings |
| | | Working with confidential documents |
| | | Preparing invoices, purchase orders, etc. |
| | | Cashiering (including Balancing a cash drawer) # of years of exp. |
| | | Ordering supplies and equipment |

2. **EQUIPMENT:** Check the office equipment you have operated:

☐ TYPEWRITER/KEYBOARD (Approximate WPM:)

☐ 10 KEY (By touch)

3. **DO YOU HAVE A VALID ARIZONA DRIVER'S LICENSE?** ☐ YES ☐ NO

4. **SPANISH LANGUAGE SKILLS:**

| | | |
|--|------------------------------------|-----------------------------------|
| Do you speak Spanish? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| If yes, rate your Spanish speaking skills: | <input type="checkbox"/> VERY GOOD | <input type="checkbox"/> MODERATE |
| Do you read Spanish? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Do you write Spanish? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

5. Have you worked in a WIC Office? ☐ YES ☐ NO
If yes, please describe:

6. List the types of personal computers with which you are proficient: (IBM, Macintosh, Apple, etc.)

SEE REVERSE SIDE FOR ADDITIONAL QUESTIONS

7. List the word processing software packages with which you are proficient: (WordPerfect, Word, etc.)

Signature

Date

EMPLOYMENT APPLICATION

For employment consideration with
Maricopa County and the Superior Court of Arizona in Maricopa County.

HUMAN RESOURCES DEPARTMENT
301 West Jefferson Street, Suite 200, Phoenix, Arizona, 85003
(602) 506-3329 job hotline, (602) 506-7903 fax, (602) 506-1908 TT
www.maricopa.gov

General Information

Recruitment Code: _____
Located in the lower left corner of the Job Announcement

Social Security Number: _____
Disclosure of SSN is voluntary and is used for application tracking, record-keeping and data processing only.

Last Name _____

First Name _____ MI _____

Mailing Address _____ Apt.# _____

City _____ State (Abbrev) _____ Zip + 4 _____

Home Phone _____ Business Phone _____ Message/Alternative Phone _____

Check your response to each question.

Are you at least 18 years of age? Yes No
Are you authorized to work in the US? Yes No
Proof of identity and eligibility to work in the US will be required at the time of hire.
Are you currently employed by Maricopa County/Courts? Yes No
Have you ever worked for Maricopa County/Courts? Yes No

(All males between the ages of 18 and 26 must be registered with the Selective Service System or exempted.) If you are a male between the ages of 18 and 26, do you have proof of registration with the Selective Service System or exemption from such registration? Yes No

Have you been convicted of a crime(s) other than a minor traffic violation? Yes No
Convictions may not automatically disqualify you.

If yes, list date(s) and type(s) of offense(s): _____

Check all you will accept, taking note to include any required areas/shifts stated on the job announcement.

Employment Type: Full-time _____ Part-time _____ Temporary _____ Contract _____

Shifts: Day _____ Evening _____ Night _____ Rotating _____ Weekends _____

Locations (see map on page 7 of this file):

Any/All Locations _____ Central (B,D,I) _____ West (D,E,F) _____ North (C,J,K) _____ East (L,M) _____ South (G,H) _____ Other: _____

I certify all information given by me in this application is true. I authorize Maricopa County and the Superior Court of Arizona in Maricopa County to verify the information provided and realize that false information (misrepresentation or omission of information called for) is a basis for disqualification or dismissal. I have read the job announcement and the instructions to candidates and agree to the conditions established therein. I authorize Maricopa County and the Superior Court of Arizona in Maricopa County to contact current and previous employers if I am one of the top candidates. I further authorize current and former employers to give you any and all information concerning my previous employment and any pertinent information they may have, and release all parties from all liability for any damages that may result from furnishing such information.

Sign here: _____ Date: _____

Rev. 11/2000

GENERAL INSTRUCTIONS

- Unless submitting online, type or print in black ink.
- Specify the recruitment for which you are applying. (Note: A **separate** application must be submitted for each recruitment. Photocopies are acceptable.)
- Sign the form, please note that all information given is subject to verification.
- If you need a reasonable accommodation with respect to this application or the application process, please contact the HR Department at 602-506-3895 or 602-506-1908 (TT).
- Submit the completed application by the closing date noted on the job announcement.
- Retain a copy of this application for your records. Once submitted copies will not be provided to applicants.

HR DEPT USE ONLY

Received: _____

Reviewed: _____

Accepted Rejected

Reason _____

Education

Did you receive a High School Diploma or GED? ☐ YES ☐ NO If no, highest grade completed _____

| College/University: <i>name and location</i> | Sem. Hrs | Qtr. Hrs | Major | Type of Degree | Degree Awarded? |
|---|-----------------|----------|---------|----------------|--|
| | | | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| | | | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| | | | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Business/Vocational/Technical Schools: <i>name & location</i> | Course of Study | | # Weeks | # Hrs/week | Completed? |
| | | | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| | | | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |

Driver's License, Professional Licenses, Certifications and Registrations

| Type(s) | Lic./Reg.# | Exp. Date | Licensed to practice in AZ |
|---------|------------|-----------|--|
| | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| | | | <input type="checkbox"/> YES <input type="checkbox"/> NO |

Skill in languages other than English

If you are applying for a position which requires or prefers proficiency in a language other than English, or if you are proficient in another language and are willing to use it on the job, please complete the following section:

| Language(s) | Check elements attained for each language | | |
|-------------|---|-------|-------|
| | Read | Write | Speak |
| | Read | Write | Speak |
| | Read | Write | Speak |

Software Survey

| Rate your skill with the following software: | None | Basic | Moderate | Advanced |
|--|------|-------|----------|----------|
| Access | | | | |
| Excel | | | | |
| Internet Browsers | | | | |
| Outlook | | | | |
| Powerpoint | | | | |
| Word | | | | |
| Wordperfect | | | | |
| List other(s): | | | | |
| | | | | |
| | | | | |
| | | | | |

Work History

Begin with your **present** or most recent experience and work backward, **LIST YOUR WORK RECORD FOR THE LAST 10 YEARS.** If jobs held prior to 10 years ago relate to the position you are applying for, list those also. If more than one position has been held with the same organization (including employment with Maricopa County or military service), list each separately.

FAILURE TO PROVIDE COMPLETE AND ACCURATE INFORMATION WILL RESULT IN YOUR APPLICATION BEING DISQUALIFIED.
Resumes in lieu of completion of this section will be considered only if all information requested on the application form is included.

| | | | |
|--|--|------------------------------------|--|
| Current/Last Employer: _____ | | Kind of Business: _____ | |
| Address: _____ | | Phone Number: _____ | |
| Your Job Title: _____ | | Supervisor's Name: _____ | |
| From: _____ / _____ <small>Month Year</small> | To: _____ / _____ <small>Month Year</small> | Full-time <input type="checkbox"/> | Part-time <input type="checkbox"/> # hours worked per week _____ |
| Duties and Responsibilities: | | | |
| If you supervised employees, please indicate number and type (e.g. Clerical, Professional, Trades, etc.) | | | Reason for Leaving: |
| List equipment, machinery, software used: | | | May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no |

| | | | |
|--|--|------------------------------------|--|
| Previous Employer: _____ | | Kind of Business: _____ | |
| Address: _____ | | Phone Number: _____ | |
| Your Job Title: _____ | | Supervisor's Name: _____ | |
| From: _____ / _____ <small>Month Year</small> | To: _____ / _____ <small>Month Year</small> | Full-time <input type="checkbox"/> | Part-time <input type="checkbox"/> # hours worked per week _____ |
| Duties and Responsibilities: | | | |
| If you supervised employees, please indicate number and type (e.g. Clerical, Professional, Trades, etc.) | | | Reason for Leaving: |
| List equipment, machinery, software used: | | | May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no |

| | | | |
|--|--------------------------------------|--|--|
| Previous Employer: _____ | | Kind of Business: _____ | |
| Address: _____ | | Phone Number: _____ | |
| Your Job Title: _____ | | Supervisor's Name: _____ | |
| From: _____ / _____ Month Year | To: _____ / _____ Month Year | Full-time <input type="checkbox"/> | Part-time <input type="checkbox"/> # hours worked per week _____ |
| Duties and Responsibilities: | | | |
| | | | |
| If you supervised employees, please indicate number and type (e.g. Clerical, Professional, Trades, etc.) | | | Reason for Leaving: |
| List equipment, machinery, software used: | | May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no | |

| | | | |
|--|--------------------------------------|--|--|
| Previous Employer: _____ | | Kind of Business: _____ | |
| Address: _____ | | Phone Number: _____ | |
| Your Job Title: _____ | | Supervisor's Name: _____ | |
| From: _____ / _____ Month Year | To: _____ / _____ Month Year | Full-time <input type="checkbox"/> | Part-time <input type="checkbox"/> # hours worked per week _____ |
| Duties and Responsibilities: | | | |
| | | | |
| If you supervised employees, please indicate number and type (e.g. Clerical, Professional, Trades, etc.) | | | Reason for Leaving: |
| List equipment, machinery, software used: | | May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no | |

| | | | |
|--|--------------------------------------|--|--|
| Previous Employer: _____ | | Kind of Business: _____ | |
| Address: _____ | | Phone Number: _____ | |
| Your Job Title: _____ | | Supervisor's Name: _____ | |
| From: _____ / _____ Month Year | To: _____ / _____ Month Year | Full-time <input type="checkbox"/> | Part-time <input type="checkbox"/> # hours worked per week _____ |
| Duties and Responsibilities: | | | |
| | | | |
| If you supervised employees, please indicate number and type (e.g. Clerical, Professional, Trades, etc.) | | | Reason for Leaving: |
| List equipment, machinery, software used: | | May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no | |

If needed, attach additional sheets, using the same format as this application.

Equal Employment Opportunities Survey

Maricopa County is an Equal Opportunity Employer. The information solicited on this page is being compiled by the Maricopa County Human Resources Department to comply with applicable federal and state regulations and to do related statistical research. You are not required to furnish this information, but your cooperation is encouraged. The information provided on this form is CONFIDENTIAL.

| | | |
|---|--|---|
| <p style="text-align: center;">DATE OF BIRTH</p> <p style="text-align: center;">_____ Month Day Year</p> | <p style="text-align: center;">DISABLED?</p> <p><input type="checkbox"/> <u>Y</u>es</p> <p><input type="checkbox"/> <u>N</u>o</p> | <p style="text-align: center;">HOW DID YOU FIRST LEARN OF THIS JOB? (Circle Only One Number)</p> <ol style="list-style-type: none"> 1. <i>AZ Republic</i> Newspaper. 2. Other Newspaper; Newspaper Name: _____ 3. Job Announcement posted in the Maricopa County Human Resources Department. 4. Professional Journal; Journal Name: _____ 5. Radio Station Name: _____ 6. From a County Employee. 7. Job listing posted in a different agency (such as DES); Agency Name: _____ 8. Television; Name of Program: _____ 9. Recorded Job Message. 10. Internet/Intranet <input type="checkbox"/> www.maricopa.gov or EBC <input type="checkbox"/> www.superiorcourt.maricopa.gov <input type="checkbox"/> www.azcentral.com or JobsArizona.com <input type="checkbox"/> Other: _____ 11. Job Fair at _____ 12. Other: _____ |
| <p style="text-align: center;">ETHNIC CATEGORY</p> <p><input type="checkbox"/> <u>W</u>HITE (Not of Hispanic Origin)</p> <p><input type="checkbox"/> <u>B</u>lack (Not of Hispanic Origin)</p> <p><input type="checkbox"/> <u>H</u>ispanic</p> <p><input type="checkbox"/> AMERICAN <u>I</u>NDIAN or ALASKAN NATIVE</p> <p><input type="checkbox"/> <u>A</u>SIAN or PACIFIC ISLANDER</p> | <p style="text-align: center;">GENDER</p> <p><input type="checkbox"/> <u>M</u>ale</p> <p><input type="checkbox"/> <u>F</u>emale</p> | <p style="text-align: center;">AGE</p> <p>Over 40?</p> <p><input type="checkbox"/> <u>Y</u>es</p> <p><input type="checkbox"/> <u>N</u>o</p> |

Your cooperation is appreciated.

Resume

You may cut and paste a highlight or overview of your resume into the space provided below. (Should you be selected to interview, please bring your full resume with you at that time. Below, include any information that relates to the job for which you are applying.)

Recruitment Code: _____

Separate the EEO survey and return it with your application then retain this page for your reference.

General Instructions and Information for Applicants

Maricopa County is an EQUAL OPPORTUNITY EMPLOYER which adheres to Merit System Principles. The Maricopa County Merit Systems Rules were established to ensure that vacancies are filled through fair and competitive evaluation procedures and without regard to race, religion, sex, national origin, age, disability or any other non-merit factor.

1. There are several types of job announcements that may be issued. The phrase directly above the title of the position will alert you to the type of recruitment:
 - a. "Open Competitive" recruitments invite both County employees and the general public to apply.
 - b. "Internal" recruitments invite specified groups of County employees to apply.
2. For those positions in which you are interested, read the complete job announcement. The announcement provides detailed information including the salary, nature of the work, the closing date for receipt of the applications and the minimum and/or special qualifications. All Open Competitive job announcements are available as printable PDF forms from our website.
3. Some of the available positions may involve working varied or rotating shifts and/or working at different locations. Only individuals who indicate on their applications willingness to work such shifts or in such locations will be considered. Note: Employees of Maricopa County are part of a dynamic organization that may require employee flexibility to changes in the work location and/or shift at the hiring department's discretion.
4. **BEFORE YOU COMPLETE THE APPLICATION**, check the job announcement to be sure that you possess the required skills, education, abilities and/or experience for the position.
5. It is important that you complete the entire application form in black ink (or type). Copies will only be accepted if they are extremely legible. To be considered, applications must be received by the specified closing date. Applications received after the closing date may not be considered. It is critical that you supply the correct recruitment code on each application. This information is located on the lower left hand corner of the front page of each announcement. This information will vary on each announcement.
6. Be sure to check over your application before you submit it. **ALL ITEMS MUST BE COMPLETED.** If items are left blank, your application cannot be properly reviewed and may be disqualified. Your application must be signed and dated. If there is a supplemental information form attached to the announcement, it must be submitted with the application for that announcement.

NOTES TO CURRENT EMPLOYEES: Unless you are a temporary or unclassified employee, you must have successfully completed initial probation before your application can be considered. The FIRST position listed under Employment History must be your current position with Maricopa County. If you have held several different positions with Maricopa County or have held the same position but with different departments, they must be listed separately. Your personnel file will NOT be checked for this information.

What happens to your application?

After your application is submitted, it goes through the following steps:

1. Following the closing date, the applications are reviewed; depending on the nature of the position, a screening committee may also be utilized. The time required for this process varies depending on the number of applications and the type of position.
2. You will be **NOTIFIED BY MAIL** of the results of this review. Depending on the exam requirements, you may be scheduled for an oral board interview, a written exam, performance test, and/or rated on pertinent training and experience as it is listed on your application. * (See ADA Accommodation Information section below.)
3. When you have successfully qualified on the required exam(s), your application will be maintained in an employment register. Departments which may have vacancies for the position will arrange and conduct employment interviews. The higher your score, the greater your opportunity for such referrals. The successful candidate will be selected from the list provided by the Human Resources Department. The department which conducts the interviews will notify those who are not selected.
4. If you are selected for a position covered by the Merit System Rules, you must successfully complete a probationary period of not less than six months. Initial probationary employees are ineligible to apply for other merit covered positions.
5. When a candidate is selected for **any position or temporary assignment**, other active applications will be removed from consideration.

ADA Accommodation Information

* Maricopa County is committed to providing reasonable accommodations to qualified individuals with disabilities under the Americans with Disabilities Act ("ADA"). If you need a reasonable accommodation with respect to this application or the application process, please contact the Maricopa County Human Resources Department at (602) 506-3895 or (602) 506-1908 (TT). If you have been scheduled for an exam, please contact us with your request for a reasonable accommodation for the exam prior to your scheduled exam date.

Veterans'/ Employment Preference Points

EMPLOYMENT PREFERENCE POINTS for Veterans (or their spouses) and Disabled Persons: Effective August 27, 1977, Arizona Revised Statute 38-492 was amended and authorized preference points (not %) for four (4) major categories of applicants for merit system employment:

- **VETERAN** (5 points): A veteran of the Armed Forces of the United States who is separated under honorable conditions following more than six months of active duty.
- **DISABLED VETERAN** (10 points): An honorably separated veteran who served on active duty in the Armed Forces at any time and who has a service-connected disability or is receiving compensation or disability retirement benefits under laws administered by the Veterans Administration, Army, Navy, Air Force, Coast Guard, or Public Health Service.
- **VETERAN'S SPOUSE or SURVIVING SPOUSE** (5 points): A spouse or surviving spouse of any of the following: 1. Any veteran who died of a service-connected disability. 2. Any member of the Armed Forces who is serving on active duty and who, at the time of application, is listed by the Secretary of Defense of the United States in any of the following categories for not less than ninety days: missing in action, captured, forcibly detained or interned. 3. A person who has a total, permanent disability resulting from a service-connected disability or any person who died while the disability was in existence.
- **DISABLED PERSON** (5 points): An individual who has a physical or mental impairment that substantially limits one or more major life activities or has a record of such an impairment or is regarded as having such an impairment.

TO SUBMIT A CLAIM: If you feel you qualify on one or more of the four categories, obtain the claim form/information sheet from the Employment FAQs page at the Human Resources Internet (www.maricopa.gov/human_resources) website or contact HR at 602-506-3895 with your request.

- Certification for category I (Veteran) requires verification of DD Form 214 or other acceptable proof. A copy of the DD Form 214 may be submitted in lieu of the claim form. Submit only copies, as the documents will not be returned to the applicant.
- Certification for category II (Disabled Veteran) or III (Veteran's Spouse) may be obtained from the VA Regional Office or at Veterans Services Offices of the Arizona Department of Economic Security. If outside Arizona, you may also obtain certifying materials at your local VA Regional Office. The VA Claim Number must be furnished by you.
- Certification of category IV (Disabled Person): We will verify the information you provide through the medical authority you indicate on the claim form.

A maximum of ten (10) preference points will be applied to your final score, but only if you earn a passing grade without preference. Current employees are not eligible. Preference Points can only be added when the required documentation/verification has been received by the Human Resources Department.

Reference map for location questions on page one.

